NIH Help Desk Monthly Summary Report
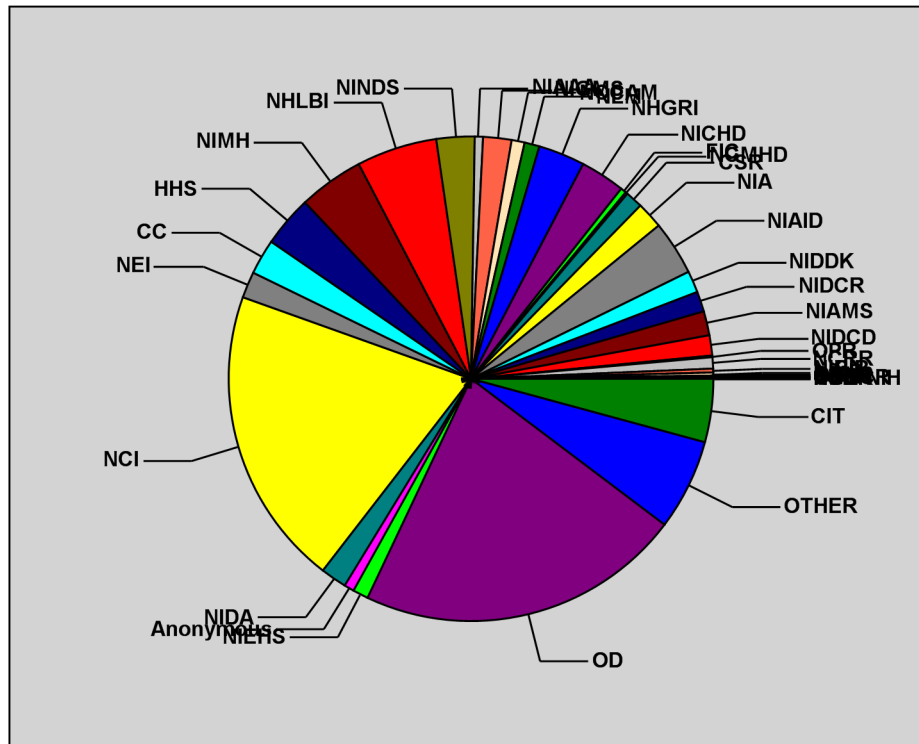
For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007 11:59:59 PM

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 1/1/2008 6:46:04 AM

Tickets by IC

Anonymous	0.67 %
BCRS	0.02 %
BHPR	0.03 %
CBER	0.01 %
CC	2.36 %
CIT	4.22 %
CSR	1.16 %
FIC	0.37 %
HHS	3.41 %
HSB	0.01 %
NCCAM	0.87 %
NCI	20.00 %
NCMHD	0.15 %
NCRR	0.75 %
NEI	1.75 %
NHGRI	3.11 %
NHLBI	5.37 %
NIA	1.78 %
NIAAA	0.55 %
NIAID	3.63 %
NIAMS	1.61 %
NIBIB	0.25 %
NICHD	2.98 %
NIDA	1.74 %
NIDCD	1.35 %
NIDCR	1.35 %
NIDDK	1.44 %

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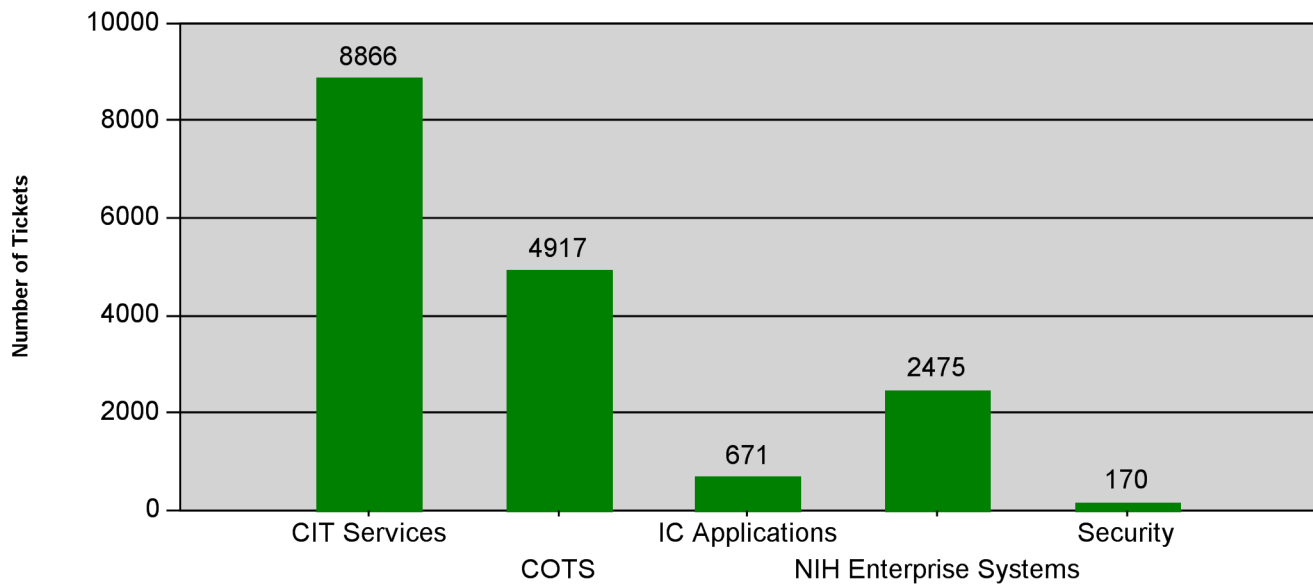|	
NIEHS	1.04 %
NIGMS	1.89 %
NIMH	4.35 %
NINDS	2.54 %
NINR	0.20 %
NLM	1.00 %
NON-NIH	0.01 %
OC	0.03 %
OD	21.74 %
OEOCR	0.01 %
OL	0.02 %
OM	0.02 %
OMH	0.01 %
OPR	0.11 %
ORHP	0.04 %
OT	0.02 %
OTHER	6.06 %
SS	0.01 %

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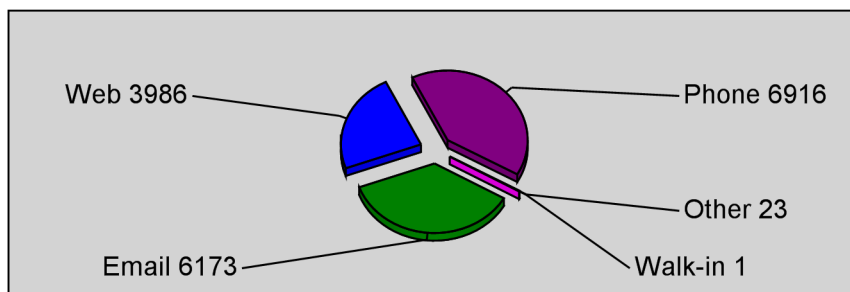**Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.**

Category Summary

Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

Total Tickets: 17099

Ticket Sources

Email	36.10 %
Other	0.13 %
Phone	40.45 %
Walk-in	0.01 %
Web	23.31 %
Total:	**100.00 %**

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

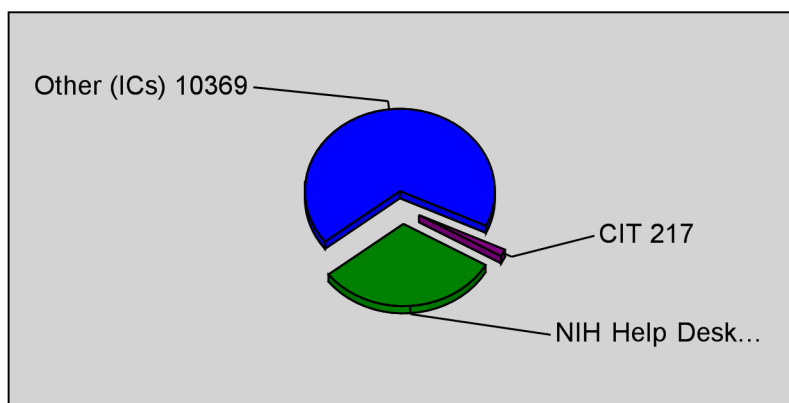*Snapshot Date: 1/1/2008 6:46:04 AM*

Total Tickets Closed: 15370
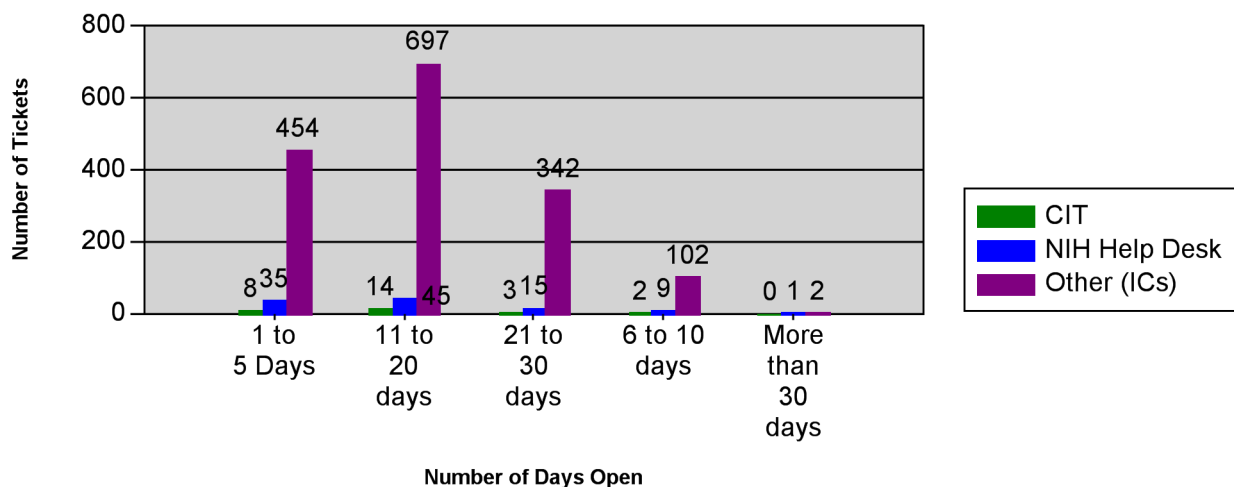
Note - includes closed no response

Tickets Closed

CIT	217	1.41 %
NIH Help Desk	4784	31.13 %
Other (ICs)	10369	67.46 %
Total:	**15370**	**100.00 %**

Total Tickets Unresolved: 1729

Note:

Tickets Unresolved

Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 1/1/2008 6:46:04 AM

Detailed Breakdown of Category Summary

CIT Services	**8866**
Accounts	3727
ASR	3
Back Office Support	1155
CIT Categories	347
CIT Categories Aspect	11
CIT Categories Remedy	43
Conference Room Support-Equipment Setup	128
Conference Room Support-Monitor Conference	6
Conference Room Support-Reserve	5
Connectivity	566
DCS 7x24	3
Email	1218
General Information	478
Helix Support	10
iSDP/Software Distribution	27
NIH Cabling Infrastructure-Cabling	1
NIHnet	193
OS/390	9
Telecommunications	176
Training	56
Unix Support	6
Video	56
Wireless Services	642
COTS	**4917**
Application Support	1747
Hardware	3170

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

IC Applications	**671**
CC Clinical Applications	45
CC Clinical Applications-ATV	7
CC Technical Operations	38
E-Grants	6
Local LAN	233
OIT Categories	120
Web Site Issue (non-CIT)	222
NIH Enterprise Systems	**2475**
ADB	285
EHRP Func App Suppt	6
EHRP Non-App Specific	1
EHRP Reporting	5
EHRP Security	103
EHRP Technical	17
EHRP User Error	6
EHRP Workflow/Worklist	6
eRA-COMMONS	783
eRA-CRISP	3
eRA-IMPAC II	147
eRA-Partnership Issues	2
eRA-Software BA	7
NAPPMAN	1
NBS Break/Fix	2
NBS Enhancement	1
NBS-Sandbox	3
NBS-User Call	879
NED	62
NIH Data Warehouse	19

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

NIH Services	94
NVision	43
Security	**170**
Anti Virus SW	26
Security	144
Grand Total:	**17099**